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## Virtual Reengineering Toolkit

The quest for a Virtual Reengineering Toolkit is almost over. DOD managers should be able to start anywhere in the DoD Reengineering Methodology and complete the process up to and including implementation using a succession of user friendly and compatible tools.

However, there remain some critical gaps in conjunction with many new technological opportunities. The intent of this Web page is to elicit a dialogue among reengineering practitioners, functional managers and vendors to identify those gaps and to stimulate important advancements for the reengineering community.

### Background

As reengineering has evolved, so has its supporting technology. When the major emphasis of the discipline was activity and data modeling, tools to support those functions became increasingly robust, user-friendly and compatible. As process modeling has become institutionalized, the requirement for model repositories has grown and industry has responded with "bundled" repository modules. In the most sophisticated modeling toolkits, translating and then transferring the process or activity model to a simulation tool has become as simple as selecting from a 'dropdown' menu. Some tools even populate operational workflow configurations with their process intelligence. Rekeying into different formats and different paradigms has been, to some extent, eliminated.

Enabling technologies have evolved also. One example is electronic groupware to support facilitation sessions. Groupware has become indispensable to accomplishing the collaboration needed to reengineer complex enterprises. Another example are surveying tools. As customer input became pivotal to the strategic process, surveying methods and then surveying tools began to emerge and mature.

### DoD Contributions

During this period, DOD developed tools to fill some of the critical gaps in the Virtual Reengineering Toolkit. TURBO BPR is a DOD product, free for download to all Web users, that provides the strategic and economic planning "front end" to major reengineering projects. TURBO guides you through your initial analytic planning and creates formal plans to document and justify your

initiative.

The Knowledgeworker System (KWS), developed by DoD and free to DoD customers, accepts models of high level processes and converts them to executable models integrated with desktop and project management capabilities. (DOD customers can download KWS at the bottom of the Construction Engineering Research Laboratories (CERL) "What is KWS" screen).

Performance Assessment and Results (PAR4) is a Navy-developed tool free to DOD customers. It links strategic objectives to performance measures. Module 1 is a survey "engine" used to assess customer satisfaction. Module 2 is used to survey the work force about organizational performance. Module 3 is used to develop and assess objective performance measures. Module 4 presents data from all the modules from an "extended system" perspective to assess consistency and identify improvement opportunities.

### **Gaps and Opportunities**

Gaps still remain. E.g., several tools help link performance measures, processes, and/or organizations but the information does not readily move into other specialized strategic planning tools for a comprehensive view of all planning documents and findings. Model repositories are still relatively proprietary. Reengineering project mentoring tools are still in their infancy.

Opportunities such as the evolution of the WWW has given us Web-based collaborative tools and INTRANET workflow capabilities. However, object-oriented (OO) (link to OO Workflow page) programming tools have evolved but little is currently available to support functional process analysis in an OO context. Virtual Reality Simulation (link to VR Simulation page) has emerged but its potential is still not understood.

In summary, great strides have been made over a relatively short time period. How do we, as a community, fully achieve the Virtual Reengineering Toolkit? We elicit your input and will be providing news and ideas as they develop.

Tell us about new reengineering technology

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